

ASHLAND UNIVERSITY

RECREATION & WELLNESS

Title: Scheduling Manager

I. Job Summary

The Scheduling Manager is a part of the leadership staff who is responsible for the overall scheduling and WhenToWork logistics of the department. This position works 5-15 hours/week, with the increase in hours during busy scheduling weeks.

II. Job Relationship

- A. Responsible to: Director, Recreation & Wellness
- B. Supervised by: Assistant Director, Recreation & Wellness – Facility Operations

III. Responsibilities

- A. Maintaining WhenToWork (W2W) content, including (but not limited to): adding staff, inactivating staff, adding contact information, announcements
- B. Contacting staff to update contact information and preferences on W2W
- C. Lead group training during each semester staff training in addition as well as individual training, when staff are hired in throughout the semester on usage of W2W
- D. Maintain chats; ensuring proper staff is receiving messages/removing those who should not receive messages
- E. Secure staff for open shifts and events
- F. Develop staff schedule for each semester and breaks
- G. Organize training times (shadow shifts) and individual trainings (when not hired within a group) for new employees / enter into W2W
- H. Maintain positive public relations and rapport with program participants and facility users.
- I. Serves as the ambassador between the Department of Recreation & Wellness and its patrons.
- J. Attend mandatory staff meetings and staff trainings
- K. Other duties as assigned.

IV. Risk Management Responsibilities

- A. Enforce departmental policies and procedures to ensure participant safety.
- B. Serve as primary responder to all injuries/medical emergencies located within the facility if first employee to arrive on the scene

V. Position Qualifications

- A. Experience working for AU Recreation & Wellness, preferred
- B. First Aid, CPR, and AED certification must be current at the time of hire
- C. Demonstrated leadership ability
- D. Maintain a minimum 2.5 GPA
- E. Must be at least Junior status, according to the University status
 - a. Exceptions can be made on an as-needed basis based upon age, maturity level, prior experience, or department need